



Consolidated Technology Services • WA

Service Announcement

November 14, 2014

TO: CTS Remote Access Service Customers
FROM: Phil Davis, Manager
Security Projects Engineering
SUBJECT: Remote Access SSLvpn Service Upgrade

This service announcement provides initial notification that Consolidated Technology Services (CTS) will implement a replacement product to the existing Remote Access SSLvpn service. The replacement product is F5 Big-IP. It is a security gateway that offers role-based, delegated administration for agency specific administration requirements. Please note that this upgrade applies only to the SSLvpn service. The other Remote Access Services (IPsec, & Citrix) are not in scope.

What Does this Mean?

Early-adopter customers will begin using the F5 product in December and all other existing customers will be migrated to the new platform in **January-February, 2015**. CTS will decommission the existing product, Juniper by **April 30, 2015**.

What's Next?

CTS will hold an informational event for customers on November 24, 2014.

General Technical Overview

Topics Include:

- *F5 Product Overview*
- *Customer Migration Process Overview*
- *Tentative Customer Migration Schedule*
- *Customer Readiness Guide Review*

An Agency Shared Knowledge (ASK) Collaboration site is established for customers and includes:

- Agency specific folder for implementation documents
- Customer Readiness Guide
- Project status information

CTS will coordinate with individual agencies between December 2014 and January 2015 to:

- Prepare for migrations
- Schedule required tasks
- Schedule cutover

For questions or comments, please email the [CTS Service Desk](#) or call 360-753-2454 or 888-241-7597.